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Reference and Instructional Services for Information ...

It details all aspects of providing essential reference services in the context of the AASL Standards, the Common Core State Standards, and the evolving role of today's school librarian. Author Scott Lanning emphasizes service and instruction while addressing topics such as inquiry, critical thinking, building core reference skills, electronic and Web resources, leadership skills, and virtual reference services.

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Reference Librarians offer research, instruction and reference services during most of the hours the Library is open. Reference service is offered in the following ways:
A. Reference service in the reference area. Instruction on accessing and using printed and electronic resources.

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Reference Services Definition Reference service is the supreme and ultimate function of the library. This is infact the hub of all library activities. Reference service is sometimes referred to as 'reference and information services' or 'reader services'. According to A.B. Kroeger – Reference service as “assistance in the use of resources of the library”. According...

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Reference and Instructional Services for Information ...

REFERENCE SERVICES AND INFORMATION ACCESSThe term "reference service" is defined simply as personal assistance provided to library users seeking information. Individuals who hold a master's degree in the field of library and information sciences or information studies typically provide the service. Source for information on Reference Services and Information Access: Encyclopedia of ...

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Traditional reference desk services were eliminated at one academic health sciences library without negative impact on reference and instructional statistics. Eliminating ties to the confines of the physical library due to staffing reference desk hours removed one significant barrier to a more proactive liaison program.

Eliminating traditional reference services in an academic ...

Reference Service in Academic and Research Libraries decentralization of reference services has been the objective, the result is likely to be an utter dispersal of reference responsibility.' Lack of a central reference service, situated close to the general card catalog of the library, where general information and guidance in the ...

Reference Service in Academic and Research Libraries

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Students need to be able to distinguish good information from bad. This book gives you the tools to transmit those essential skills to your students. □ Covers theories

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of information behavior, models of information literacy, and provision of reference services in various mediums □ Emphasizes reference and instructional services and examines the impact of the Common Core State Standards on reference services in schools □ Explains how to conduct the reference interview

Make separate library services for distance learners a thing of the past Internet Reference Support for Distance Learners takes a comprehensive look at efforts by librarians and information specialists to provide distance learners with effective services that match those already available on campus. With the development of the World Wide Web and the evolution of Web-based services, reference librarians are adding a human element to the virtual library, blurring the difference between distance learners and traditional users. This unique book examines how they deal with a wide range of related topics, including standards and guidelines, copyright issues, streaming media, and chat and digital references, and presents a historical overview of how reference and instructional services have been delivered to distance users—before and after the creation of the Internet. Internet Reference Support for Distance Learners reveals that librarians do not make a sharp distinction between reference and instruction within the context of distance learning, and that there is no clear boundary between “true” distance learners and more traditional students who might use services designed for nontraditional users. Online capabilities have allowed reference librarians to approximate services advocated by published guidelines and standards, including the ACRL Distance

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Learning Section's Guidelines for Distance Learning Library Services, to provide a framework for librarians to plan services for off-campus students. Internet Reference Support for Distance Learners provides practical information on: how librarians can "keep IT simple" when designing methods to access reference support why library Web sites are vital sources of communication between the distance learning student and the reference-based instructional component how to set up a university chat service, including software selection, staff training and assessment how to provide students services beyond traditional provision of resources, including advising, enrollment, and payment of fees how to create an online assistance site that incorporates online versions of traditional print handouts, FAQs, subject guides, course-specific guides, learning modules, and instructional videos in one central location how to work with faculty to create online support for students in Blackboard courses the pros and cons of using open-source software how to create an online library assistance site how to create online information literacy course to teach independent research skills to remote students how to avoid copyright infringement and how to educate library personnel about copyright law how to use Camtasia Studio, a screen capture program to create audio and video for online presentations Internet Reference Support for Distance Learners is an invaluable resource for librarians working in academic, school, special, and public settings, and for library science faculty and students.

This work provides librarians with a much-needed introduction to instruction in

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college and university libraries. Filled with real world case studies that can be directly applied to classroom use and on-the-job training, the text brings together many experienced librarian-instructors to detail their professional experiences.

An introductory text on various aspects of reference services—that requires your students to think! An Introduction to Reference Services in Academic Libraries is a comprehensive textbook that presents compelling case studies and thought-provoking essays that teach the principles of reference services. Eighteen authorities from private and public academic libraries around the United States offer unique perspectives and solid information in an active learning format that requires students to think and learn. The book provides a stimulating starting point for those learning about planning, managing, and evaluating reference services. An Introduction to Reference Services in Academic Libraries is a valuable teaching resource that helps college teachers to move beyond traditional passive learning to more effective active learning. Each chapter's interest-sparking activities and questions challenge students to dynamically search out solutions to specific problems. The text takes a broad, informative—and at times amusing—look at the foundations of reference services, using the uniquely creative activities and questions to make difficult topics such as virtual reference services, relational reference, academic portfolios, and reference cost calculators easy to learn. The book is thoroughly referenced, and many chapters include charts and special activities to help spark student engagement in the learning process. Over thirty

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tables and figures make complex information easy to access and understand. An Introduction to Reference Services in Academic Libraries includes discussions on: virtual information literacy tutorials the minimal and maximal models of reference functions—and the smooth transition to the triage model marketing strategies to attract male faculty the reference desk as impediment to accessibility relational reference virtual reference—including instant messaging and software issues guidance, assistance, and instruction of students reference assistance, outreach, and instructions maintaining high quality service—while maximizing the time of reference librarians collection development policies evaluating reference costs diversity librarians ranking on level with faculty positions the importance—and development—of teaching portfolios unusual library patrons and more! An Introduction to Reference Services in Academic Libraries is a stimulating teaching resource that is perfect for library school students, entry-level academic librarians, library support staff, mid-career librarians new to academic libraries, and library school faculty.

This book is a user-friendly guide for K–12 librarians, teachers, and school library media specialists that covers all major areas in reference, from the reference interview to encyclopedias and dictionaries.

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The proliferation of online access to social science statistical and numeric data sources, such as the U.S. Census Bureau's American Fact Finder, has led to an increased interest in supporting these sources in academic libraries. Many large libraries have been able to devote staff to data services for years, and recently smaller academic libraries have recognized the need to provide numeric data services and support. This guidebook serves as a primer to developing and supporting social science statistical and numerical data sources in the academic library. It provides strategies for the establishment of data services and offers short descriptions of the essential sources of free and commercial social science statistical and numeric data. Finally, it discusses the future of numeric data services, including the integration of statistics and data into library instruction and the use of Web 2.0 tools to visualize data. Written for a general reference audience with little knowledge of data services and sources who would like to incorporate support into their general reference practice Combines information on establishing data services with an introduction to available statistical and numeric data sources Provides insight into the integration of statistics and data into library instruction and the social science research process

As classrooms and universities strive to adapt their instructional methods to an ever progressing technological age, it is imperative that academic libraries also revisit the ways in which reference and instruction services are organized and implemented. Library Reference Services and Information Literacy: Models for

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Academic Institutions not only advocates for a more intentional integration of reference and instructional services, but it also provides organizational background, staff objectives, and various successes and challenges that have already been experienced by real institutions. This publication is an important reference source for librarians, practitioners, and university leaders who wish to maximize the current utilization of their resources.

Effectively assess whether any library is making good use of the reference/user service resources available today Libraries need to develop standards by which they can assess their individual performances in a larger context, and *Assessing Reference and User Services in a Digital Age* makes significant contributions to this ongoing discussion. The book addresses its subject matter via approaches ranging from case studies of individual libraries to general discussions of best practices. The contributors explore the impact of the Internet on the field of evaluation, focusing on electronic reference and instruction. They highlight current issues, present research results, and offer expert advice on how to assess online reference and instruction. All chapters are well referenced to facilitate further study, and many include tables, appendixes, checklists, and other helpful features that make difficult information easy to access and understand. The chapters that make up *Assessing Reference and User Services in a Digital Age* are as rich and varied as the backgrounds of their authors. Experienced researchers provide the results of studies conducted to determine the nature and effectiveness of the online

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reference services offered by various libraries. Practitioners and administrators from different institutional settings (academic libraries, public libraries, consortiums, etc.) provide their perspectives on the issues facing librarians who need to assess the electronic services they provide. In this important new book: Andrew Briedenbach shows how a chat service can be implemented and suggests which data should be collected for it Buff Hirko examines VET: the Virtual Evaluation Toolkit Ruth Vondracek shares the experiences of a university library as it entered a statewide e-reference consortium, and offers advice and issues to consider before entering such a partnership librarians from San Jose State University present a model for evaluating electronic reference services that can be used in public or academic libraries Kathleen Kern discusses holistic evaluation chat transcripts are addressed in several chapters, including Joseph Fennewald's comparisons of question categories, Lesley Moyo's analysis of the use of instruction in the virtual environment, and Caleb Tucker-Raymond's proposed set of quality measures for chat reference Laurie Probst and Michael Pelikan report on the use of a "Tell Us What You Think" button to gather user feedback Kristi Nelson and Catherine L. Ross examine a research study that asked library school students to submit a reference question online and report on their experiences Melissa Gross, Charles McClure, and R. David Lankes suggest measures to determine the cost and benefits of a virtual reference service librarians from Utah State University describe the development of their online instructional module Assessing Reference and User Services in a Digital Age is designed as essential reading for

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library administrators, public service librarians, and researchers. It provides general advice for practitioners as well as an examination of research results and methodological issues. We urge you to consider making it part of your professional or teaching collection today.

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